

# COVID-19 Non-Food Establishments Guidelines

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*As businesses begin to re-open, there are many important guidelines that facilities need to think about. These guidelines should be followed along with all other state and city regulations for operation.*

## Employee Health Policy Training

**Mandate the use of face coverings by employees; distributors; customers; and guests.** Review the facilities employee health policy and make sure that it meets the State of Ohio requirements for illness exclusion and reporting. This is a good time to retrain all staff on employee health procedures. Have all employees review policy and sign off saying they understand and agree to follow the policy. Monitor staff for COVID-19 symptoms including fever before they start their shift every day by taking temperatures or having employees self-report to the person in charge that they have no symptoms.

For instructions on how to wear a face masks click [here](#)

## What to Do If an Employee Tests Positive for COVID-19 or Is Experiencing Symptoms of COVID-19

- Employee should be sent home immediately if at the facility with symptoms.
- All surfaces that they may have come in contact with need to be cleaned and disinfected immediately.
- Manager shall notify the Local Health Department (Columbus Public Health 614-645-1474, option 2).
- All employees that were within 6 feet of the person for a prolonged time (10 minutes or more) during their shift must start monitoring their symptoms for the next 14 days.
- Exposed employees need to be monitoring their temperatures multiple times a day.
- Exposed employees need to wear an employer-approved mask on their face for the next 14 days while in the facility and they need to maintain a distance of 6 feet from other employees during their shifts.
- Sick employee must stay home until they are fever-free for 72 hours without use of fever-reducing medication and other symptoms have improved, and until it is at least seven days from the first day of the symptoms.

## Handwashing is Key

**Wash hands** for 20 seconds with soap and warm water:

- After using the bathroom.
- After handling dirty equipment.
- After coughing, sneezing, blowing nose, smoking, eating or drinking.
- After touching money, credit cards or ink pens when possible. If you are working a register, you can wear gloves.

## Hand Drying

- Have paper towels available in restroom for drying hands instead of hand dryers.

## Personal Hygiene

- Avoid touching your eyes, nose and mouth.
- Cover your cough or sneeze with your arm or inner elbow, NOT your hands.
- Avoid close contact with people who are sick.
- Wash hands before and after eating food, and only eat in designated break areas.

## Social Distancing and Employees

- Train employees on the importance of keeping 6 feet between employees whenever possible.
- Place signs and floor markings to encourage social distancing.
- Ensure that desks or equipment are placed at least 6 feet apart.
- Prevent overcrowding in lunch rooms and breakrooms by setting up a lunch schedule.
- Reduce the number of employees in the building by offering work from home options.
- Have rotating work schedules (e.g. one week in the office, one week work from home) if possible.
- Hold team meetings through teleconference rather than in person.

## Public/Customer Areas

This includes retail areas, reception areas and waiting areas:

- Avoid using displays that will promote customers to gather.
- Place signs and floor markings for customers to encourage social distancing.
- Set up designated pick-up areas.
- Monitor the store to prevent overcrowding. Businesses are responsible for maintaining the state guidelines for permitted number of people per square foot.
- Prevent overcrowding outside by monitoring the number of people in line and placing markers to promote social distancing.
- If lines get too long, use a number system. Encourage people to take a number and wait in their cars.
- You can also use last names to limit the number of people in a store (e.g., Monday for last names A-D to shop).
- Provide hand sanitizer at entrances and exits and registers.
- If using appointments, increase space between appointments to prevent people gathering in waiting areas.
- Do not take walk-in appointments.
- Put up plexiglass to separate cashiers from customers.
- Encourage the use of debit cards and contactless pay through smart phones.
- If people have to sign for receipts, ask them to bring their own pen or offer one-time use pens they can keep.
- Have signage for elevators (e.g., only two at a time unless members of the same household).
- Maximize self-checkout. Include wipes/disinfectant spray next to each station and have employees wipe down stations after use.

## Effective Disinfectants

### Chlorine Bleach

- Add 1/3 cup of bleach to 1 gallon of water. Mix and use the chlorine solution promptly. Allow one minute of contact time and then rinse with water.
- Use for stainless steel, items that come in contact with the mouth and food, tile floors, nonporous surfaces, counters, sinks and toilets.

### Other Disinfectants

- To determine if a product is effective against COVID-19, please refer to the registered EPA website:  
[https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list\\_03-03-2020.pdf](https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list_03-03-2020.pdf)

## Proper Cleaning and Disinfecting

**Clean and disinfect** frequently touched objects and surfaces often, including:

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|---------------------|----------------------|-------------------|
| • Bathroom surfaces | • Tables and chairs  | • Railings        |
| • Light switches    | • Doorknobs          | • Remote controls |
| • Phones            | • Computer keyboards |                   |

Employees should not share equipment and equipment should be sanitized after use. .

Recommend providing disinfecting wipes for customers to clean carts/baskets or provide staff to clean all carts frequently.

## Managing Pick-up and Delivery

- If offering delivery, ensure transport containers are cleaned and sanitized. Use disposable bags.
- Practice social distancing when delivering (e.g., offering “no-touch” deliveries and sending text alerts when delivery arrives).
- Establish designated pick-up areas inside the establishment, or promote curbside pick-up to promote social distancing.

## Vulnerable Populations

- Ensure you have a plan in place to allow employees who are high risk to work safely
- Offer remote work options for employees that are high risk, if possible.
- If remote work is not possible, ensure high-risk employees are placed in positions with minimal customer contact.
- Offer special hours for those in vulnerable populations to shop or do business.

## Water Management Plan for Your Facility

- Please see our [Guidance for Building Water Systems](#) document on how to ensure the safety of your building water systems and devices after a prolonged shutdown.

*Information contained in these guidelines were pulled from the Centers for Disease Control and Prevention (CDC) website: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>. Guidelines are subject to change as the state and federal information changes.*